USER MANUAL
FOR THE
WEB TRUSS SYSTEM
SOLPRINT VERSION

Issue 4
15 March 2006
QTY/QCP/801-4

Scope

This document is a user guide for the online call logging system Web TRUSS. This version is specifically aimed at users logging calls relating to the SolPrint system.

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Amendment Record

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1	25 September 2001	ITA/JWT/005	Initial Release
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3	23 September 2002	IT/QCP/801-2	Document renumbered
4	09 December 2005	QTY/QCP/801-3	Amended following redevelopment
5	15 March 2006	QTY/QCP/801-4	Added client internal helpdesk system

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Contents

Scope **2**

Amendment Record **2**

1 Introduction **4**

2 Web TRUSS User Guide **5**

2.1 Login Screen 5
2.2 General Navigation Features 6
2.3 Home Page 7
2.4 New Call 8
2.5 Add Attachment 10
2.6 Save Confirmation 11
2.7 Search Calls 12
2.8 Quick Search 13
2.9 Browse Calls 14
2.10 Edit Call 15
2.11 Call Workflow 16
2.12 Client Internal Helpdesk system 17
2.13 Log Off 24
2.14 Current Modules 25

1 Introduction

(a) The TRUSS database has been used by **i-teba** since 1995 to record all support work requested by clients.

(b) In September 2001 we developed a browser based interface to this database, which allows clients to enter and review the progress of their own calls via the world-wide web. This application is known as Web TRUSS.

(c) The first version of this document provided a general user guide for Web TRUSS.

(d) In July 2001 **i-teba** acquired Future Solutions Software (FSSL) who have developed and supported a software package for the Printing industry known as SolPrint.

(e) This second version is written specifically for clients who are using the SolPrint software.

(f) The system has been redeveloped in 2005 to provide a full workflow system and communication tool and further additional functionality has been added. The document has been updated to reflect these changes.

2 Web TRUSS User Guide

2.1 Login Screen

(a) Access to the **i-teba** call logging software Web TRUSS is via the main **i-teba** web site. To access, start up your browser software and enter www.iteba.com as the web page address. From the Menu Bar on the left hand side, please *select* **Help Desk** or *click* on the **Help Desk** icon at the top of the page. The Login screen, as shown above, will be displayed.

(b) Enter your Username, Password and Site Code into the appropriate fields. These should have been provided to you by **i-teba**. If you do not know your access details, please contact the help desk via telephone on 020-7841-3300 or via email helpdesk@iteba.com.

(c) *Click* the button labelled **Login**.

(d) If all the details entered are correct and validated you should be taken to the Web TRUSS home page.

2.2 General Navigation Features

(a) All the pages that form Web TRUSS share a number of common features for navigating and entering information.

(b) All pages have a menu on the left hand side of the page. All parts of the Web TRUSS system can be accessed from this menu. To select a menu choice, position the screen cursor over the Menu text and *click* the mouse button (note that wherever "mouse button" is referred to in this document we mean the left hand button when the mouse is configured normally).

(c) To enter information into a field, position the screen cursor in that field using your mouse and *click* the **mouse** button.

(d) If a field has a down arrow button to the right of it ( ), it denotes that the entry for the field should be selected from a dropdown list. This can be done in two ways.

i. The first is to *click* on the **down arrow** with the mouse. This will display a list of the valid entries. Position the cursor over the one you require, as you move the mouse over the list the selected entry will be highlighted. *Click* the **mouse** button again to choose the highlighted entry.

ii. The second way is to type directly into the field. After you have typed the first character the system will display the first entry in the list that starts with that character. If you then type the same character the system will display the second and subsequent entries in the list that start with that character. If you type a new character the system will display the first list entry that starts with the new character.

(e) To press a screen button, position the mouse cursor over the screen button and *click* the **mouse** button.

(f) Pressing the <Tab> key on your keyboard will move the cursor through all the fields that you can enter and the buttons you can press.

2.3 Home Page

(a) *Click* on **New Call** to enter new call details.

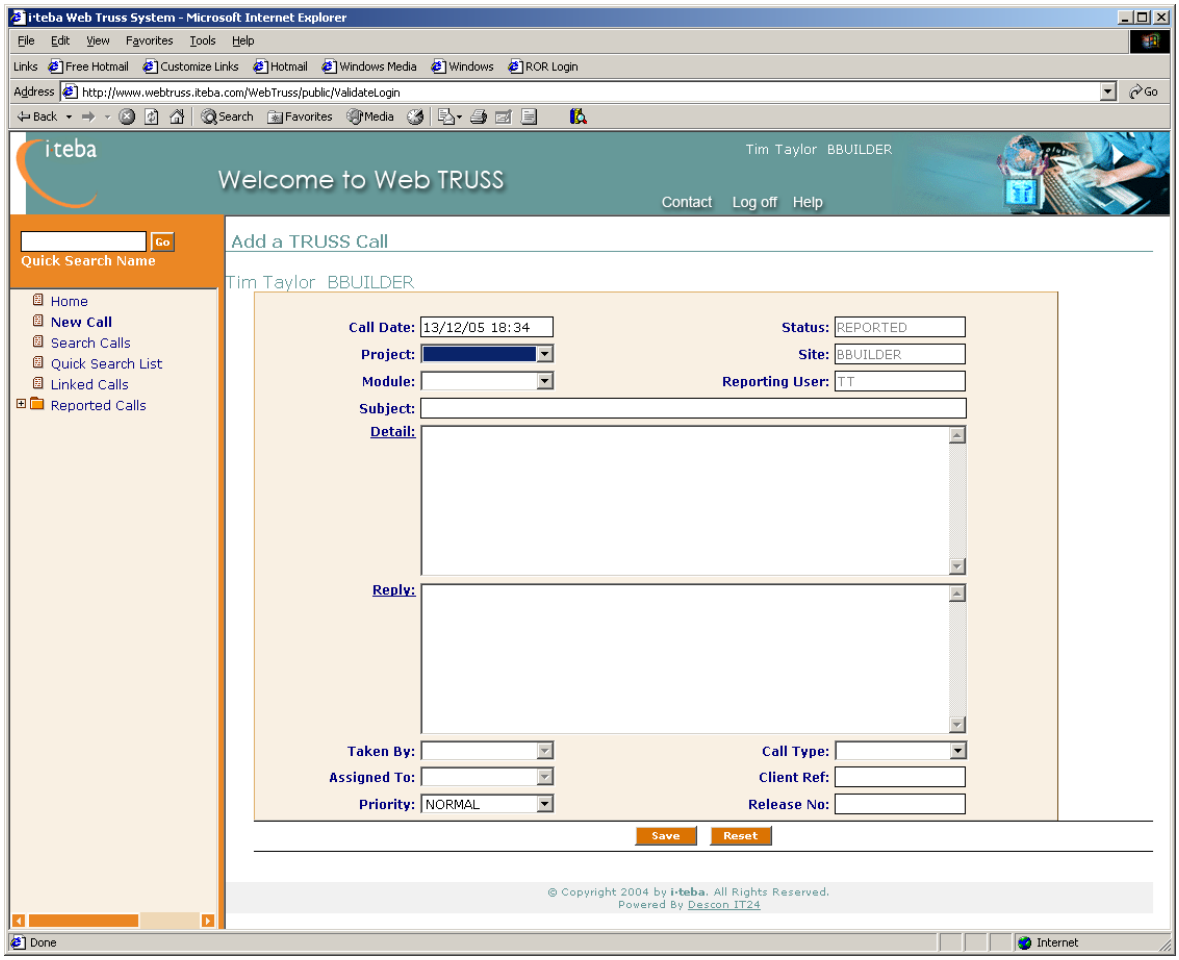
(b) *Click* on **Search Calls** to search for calls that you have previously entered.

(c) All screens also have a Contact link, a Log Off link, and a Help link in the toolbar.

(d) *Click* on **Contact** to send an e-mail to the help desk at **i-teba**.

(e) *Click* on **Help** to open the Help page. This is displayed in a separate browser window. The help displayed is relevant to the Web TRUSS page that is being shown.

2.4 New Call



(a) *Clicking* on **New Call** in the Menu bar displays the New Call page. This page should be used to enter details of problems you are having, or requests for changes you would like made to the system.

(b) When the New Call page is displayed, the fields listed below should already have data entered in them:

- Call date
- Status
- Site
- User.

(c) You should not alter the information in the above fields.

(d) You should *select* **SOLSUP** in the Project field. This should be the only entry in the dropdown list for this field.

(e) In the Module field, you should select the area of the system where the problem you are getting occurs, or where you would like to see a change made. A list of the modules that are currently available is given in section 2.14 below. If the problem or request is common to a number of modules then please *select* "**GENERAL**" as the module.

(f) In the Subject field, you should enter a very brief description of your problem or request. This should normally contain the name of the screen or report concerned and the function that is being performed. This field is limited to 60 characters. You will see the contents of this field when browsing through a list of calls returned from a search request, so you should endeavour to provide sufficient information here to identify the problem or request it relates to.

(g) In the Detail field you should enter a full description of the problem you are experiencing or the change that you would like to be made. In the case of a problem you should describe what sequence of events should be performed to recreate or demonstrate the problem, and also include details of any error messages that are displayed.

(h) You will not be able to enter any information into the Reply, Taken By and Assigned To fields. These are for **i-teba** use only.

(i) The Call Type field should be used to denote the nature of your problem or request. You should select a value from the table below; you should not use any values not in this table, as they are not relevant to the SolPrint system.

Call Type Value	Used For
DATA FIX	A problem that you believe to be caused by incorrect or corrupted data. This type of problem will generally only be reproducible with specific data.
ENHANCEMENT	A request for a change to the system design that you would be prepared to pay for.
FAULT	A problem that you believe is caused by the system software. This type of problem is generally reproducible with a variety of data.
SUPPORT	A problem that you believe is caused by some malfunctioning of your system unconnected with the SolPrint software or data, or a general request for assistance.
WISH LIST	A request for a change to the system design that you would like to see included in future release, but which you would not be prepared to pay for specifically.

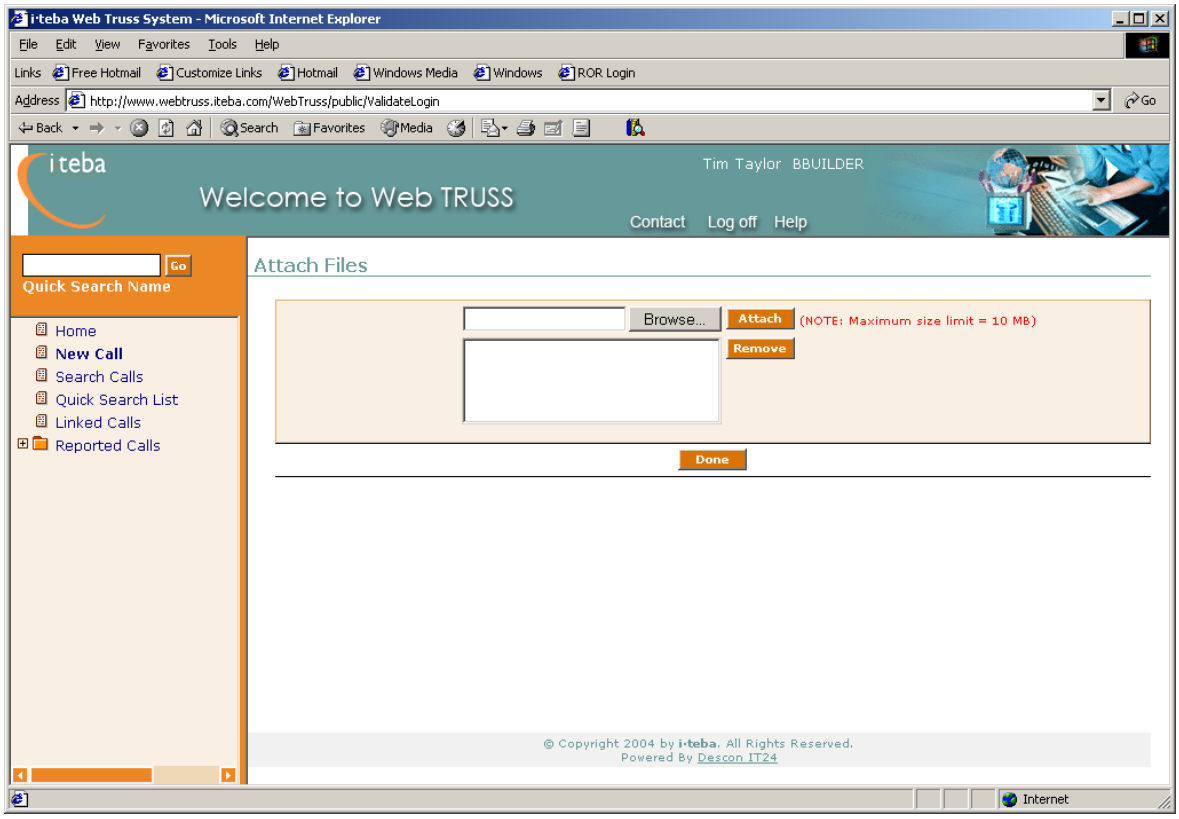
(j) The Priority field should be used to denote the urgency of the problem or request. You should categorise the priority in relation to the response times specified in your support contract. A general guide is given in the table below.

Priority (in support contract)	Priority in Web TRUSS	Examples
1	HIGH	A problem that is preventing the system from being used.
2	NORMAL	A problem that degrades system performance but which can be worked around. A problem in an infrequently used area of the system. An enhancement that is required to make full use of the system or which is time critical.
3	LOW	A problem that has no material affect on the use of the system, such as a spelling mistake. An enhancement that would be beneficial but which is not time critical.

(k) To clear all the data that you have entered into the form *click* the **Reset** button.

(l) To save the data as a new support call, *click* the **Save** button. If the data has been entered correctly an Attachments Upload screen will be displayed, as described in the next section.

2.5 Add Attachment



(a) On this screen you can add any attachments (e.g. screenshots) to the call to be uploaded to the system.

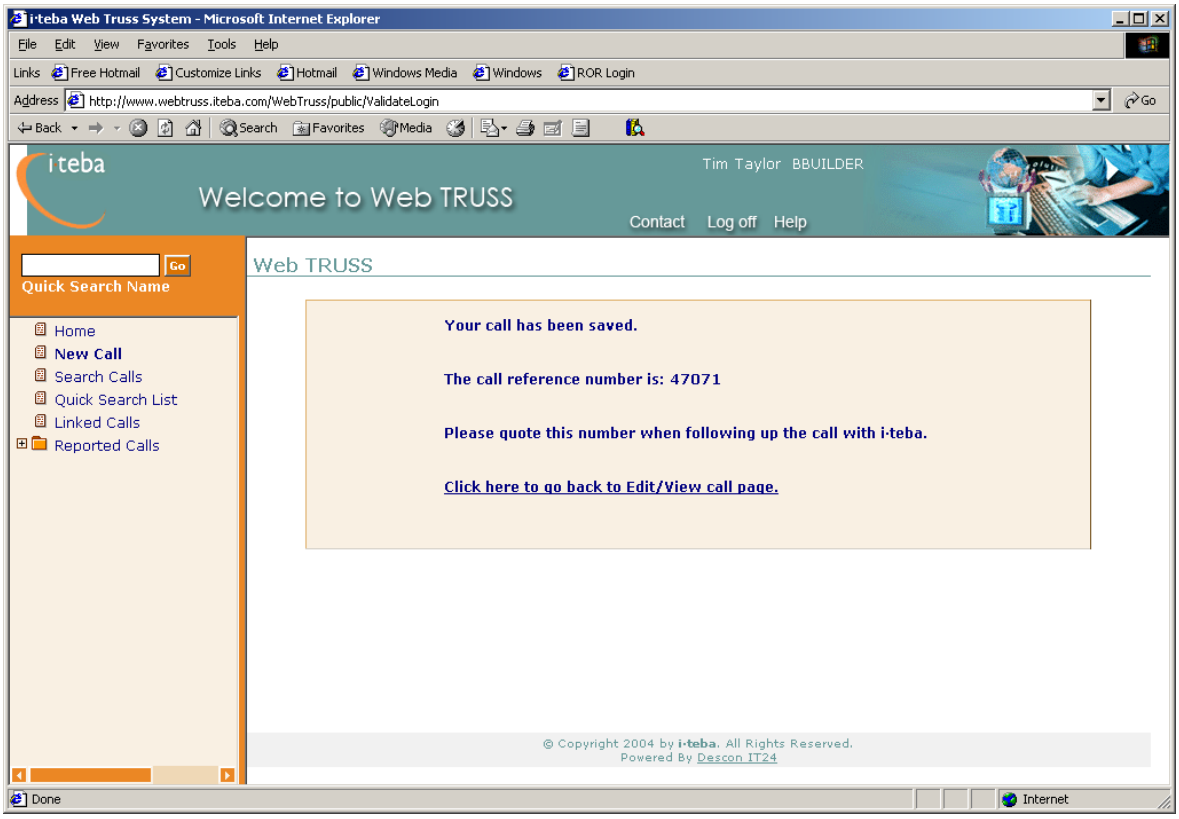
(b) *Click* on the **Browse** button to navigate to the document you would like to attach in your local file system.

(c) *Click* on **Attach** to attach the selected document to the call.

(d) You can attach more than one document by repeating the above steps.

(e) Once completed, *click* on the **Done** button and a Confirmation screen will be displayed, as described in the next section.

2.6 Save Confirmation


i-teba Web Truss System - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Links Free Hotmail Customize Links Hotmail Windows Media Windows ROR Login
Address http://www.webtruss.iteba.com/WebTruss/public/ValidateLogin
Back Search Favorites Media
i-teba
Welcome to Web TRUSS
Tim Taylor BBUILDER
Contact Log off Help
Go
Quick Search Name
Home
New Call
Search Calls
Quick Search List
Linked Calls
Reported Calls
Web TRUSS
Your call has been saved.
The call reference number is: 47071
Please quote this number when following up the call with i-teba.
Click here to go back to Edit/View call page.
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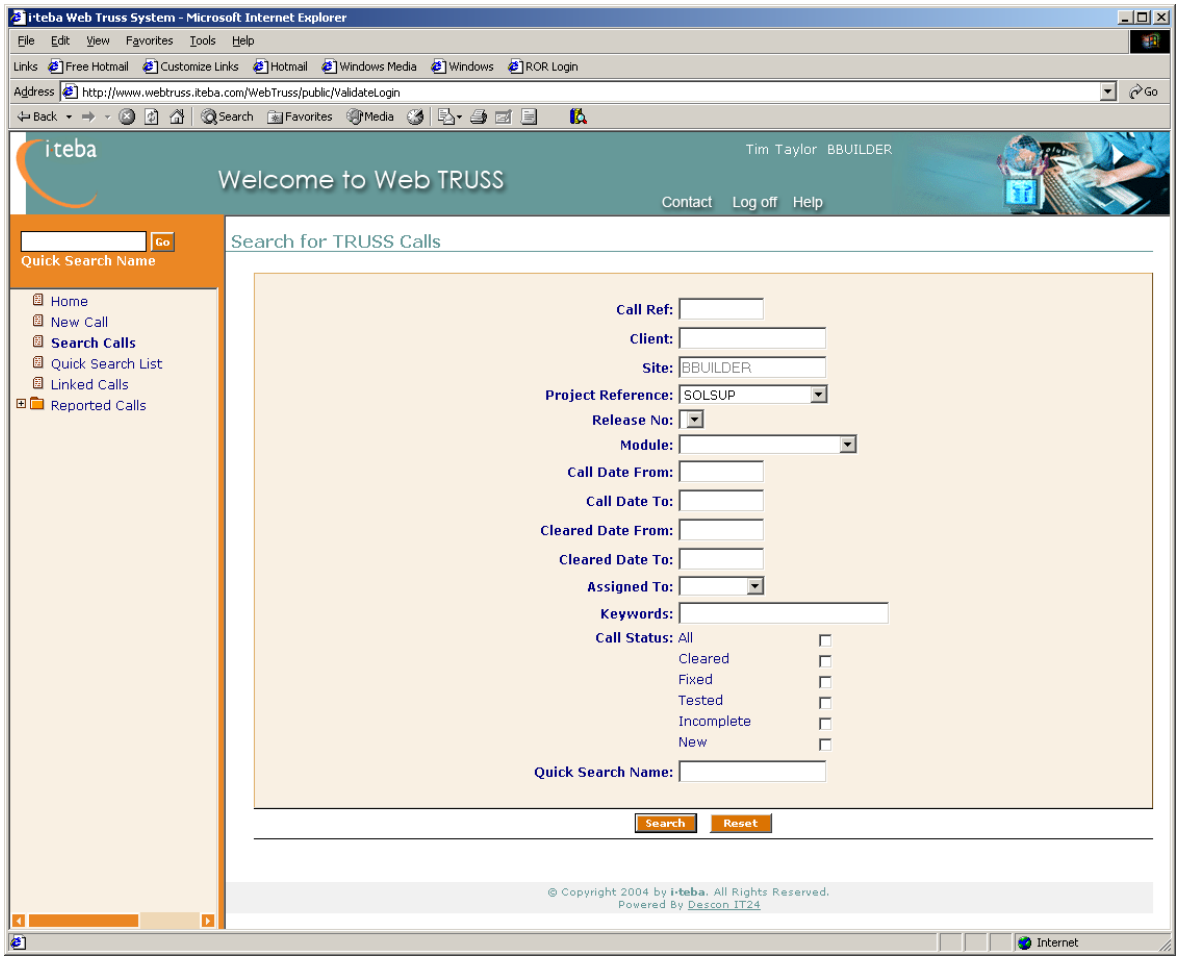
Powered By Descon IT24
Done
Internet

(a) If the data has been saved successfully the page above is displayed.

(b) This page will contain a reference number for the call that has just been saved. This reference number should be noted and used when referring to this call in the future.

(c) You can check the details of this call by *clicking* on the **link to the Edit\View** page at the bottom of this Confirmation page.

2.7 Search Calls



(a) Calls can be searched for by any combination of the criteria on the Search for TRUSS Calls page; the more criteria you enter the more accurate the search will be.

(b) The Site Code should be set to the site code you entered when you logged in. You can not change this.

(c) If you know the call reference number that was assigned to the call you wish to find, you can enter this in the first field on the screen. In this case you need not enter any further information in order to locate this call.

(d) If searching by any other criteria, you should always enter "SOLSUP" into the Project Reference field. This should be the only project reference available in the dropdown list.

(e) You should normally only need to enter further criteria into the Call Date From and Call Date To fields. You would use these fields to restrict the search to calls submitted between the two dates. **i-teba** support staff mainly uses the remaining fields on this screen.

(f) After entering your search criteria, *click* on the **Search** button to submit the search.

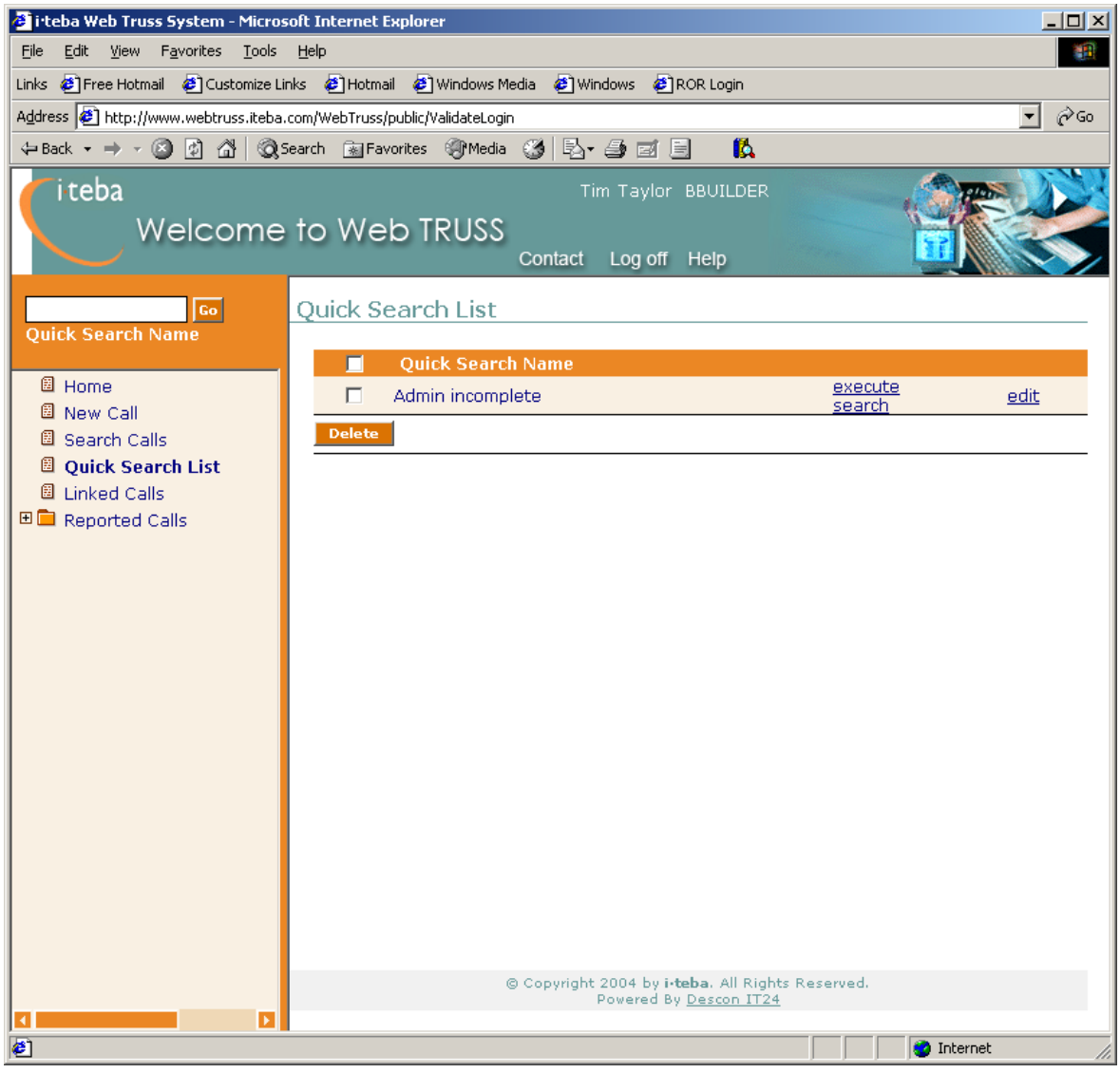
(g) *Clicking* the **Reset** button clears any fields in which data has been entered on the screen.

(h) After the search has been submitted you will be taken automatically to the Browse Calls page where a list of the calls matching your search criteria is displayed. This page is described in section 2.9.

(i) If no calls match the criteria entered, a page informing you of this will be displayed. You should *click* on **Search** in the menu to return to the Search page and perform a new search.

(j) If you regularly perform searches with the same search criteria, you might want to save these as a "Quick Search" by entering a name into the "Quick Search Name" name field at the bottom of the screen. You can then later repeat this search through the Quick Search functionality as described in the next section.

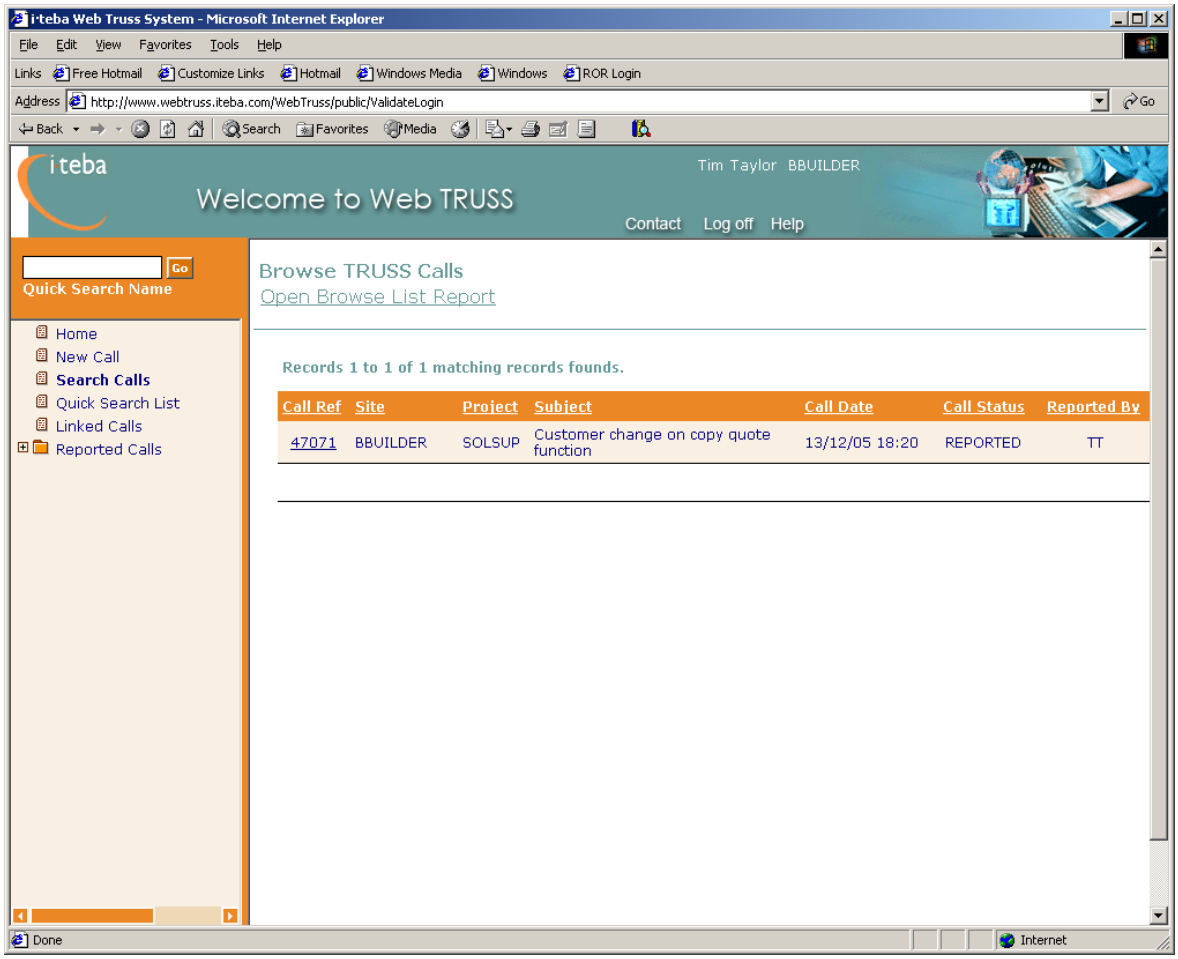
2.8 Quick Search



(a) To access any quick searches you have saved previously, *click* on the **Quick Search List** menu item.

(b) You can then run any saved search by *clicking* on the **Execute Search link** of the corresponding row and you can amend a search by *clicking* on the **Edit link**. The latter will navigate you to the Search screen as described in section 2.7 above, while the Execute Search will navigate you to the Browse Calls screen as described below.

2.9 Browse Calls


i-teba Web Truss System - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Links Free Hotmail Customize Links Hotmail Windows Media Windows ROR Login
Address http://www.webtruss.iteba.com/WebTruss/public/ValidateLogin
Back Search Favorites Media
iteba
Welcome to Web TRUSS
Tim Taylor BBUILDER
Contact Log off Help
Go
Quick Search Name
Home
New Call
Search Calls
Quick Search List
Linked Calls
Reported Calls
Browse TRUSS Calls
Open Browse List Report
Records 1 to 1 of 1 matching records founds.
Call Ref Site Project Subject Call Date Call Status Reported By
47071 BBUILDER SOLSUP Customer change on copy quote function 13/12/05 18:20 REPORTED TT
Done
Internet

(a) The Browse TRUSS Calls page displays the list of calls that match the search criteria entered.

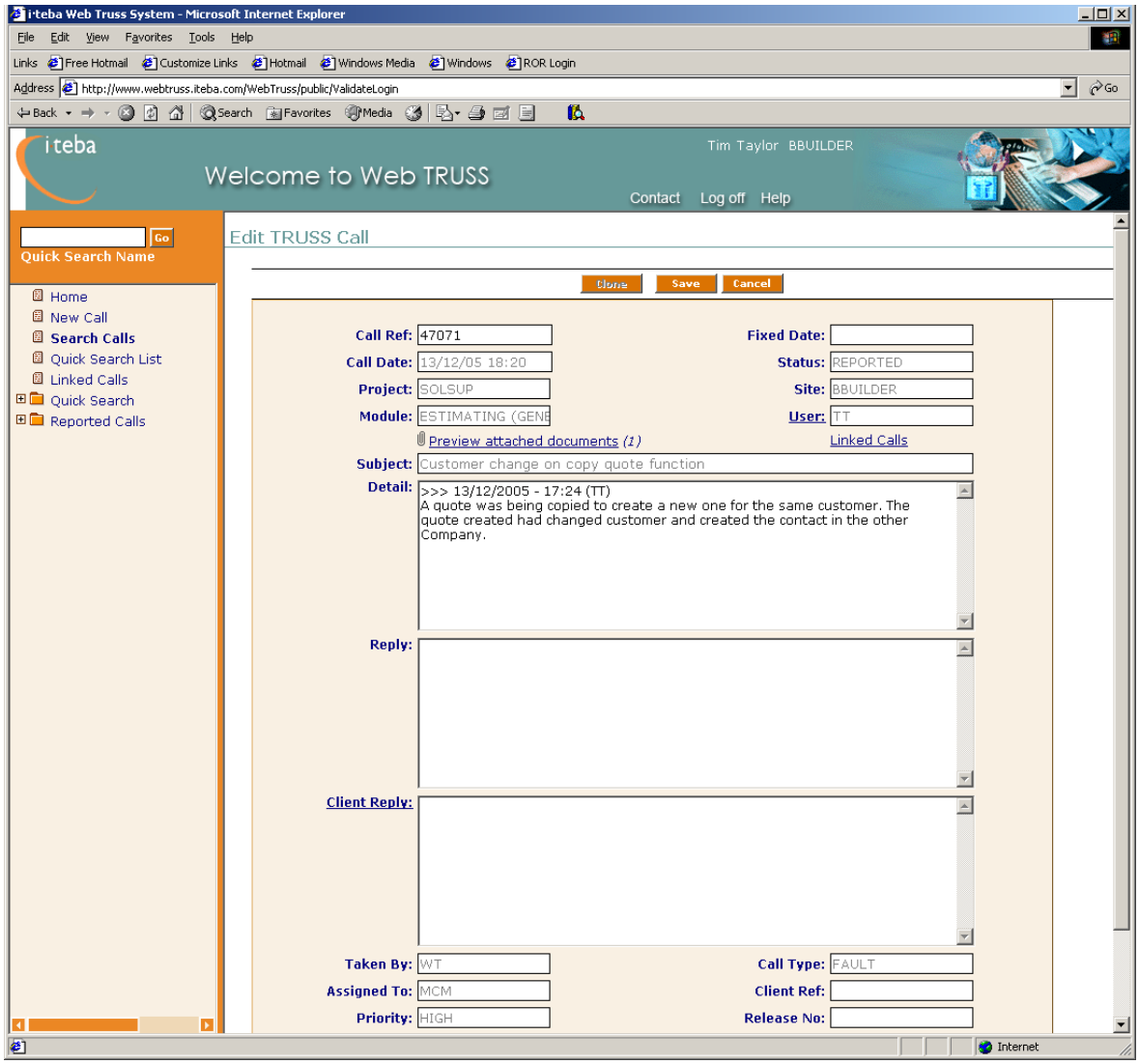
(b) Up to 10 calls can be displayed on a single page. The Start, Next, Prev and End buttons beneath the list can be used to see further calls from the list. The buttons that are displayed will depend upon the number of the calls in the list and your current position within it.

(c) The list may be sorted on the data in any of the columns by *clicking* on the heading of that column. For example, *clicking* on **Call Ref** sorts the list by the call reference.

(d) The list can be sorted in either ascending or descending order. *Clicking* on the **column heading** again alters the order of the list from ascending to descending or vice versa.

(e) To view or edit the details of a specific call, *click* on the **Call Ref Number** link on the left hand column of the table. This opens the Edit Call page.

2.10 Edit Call



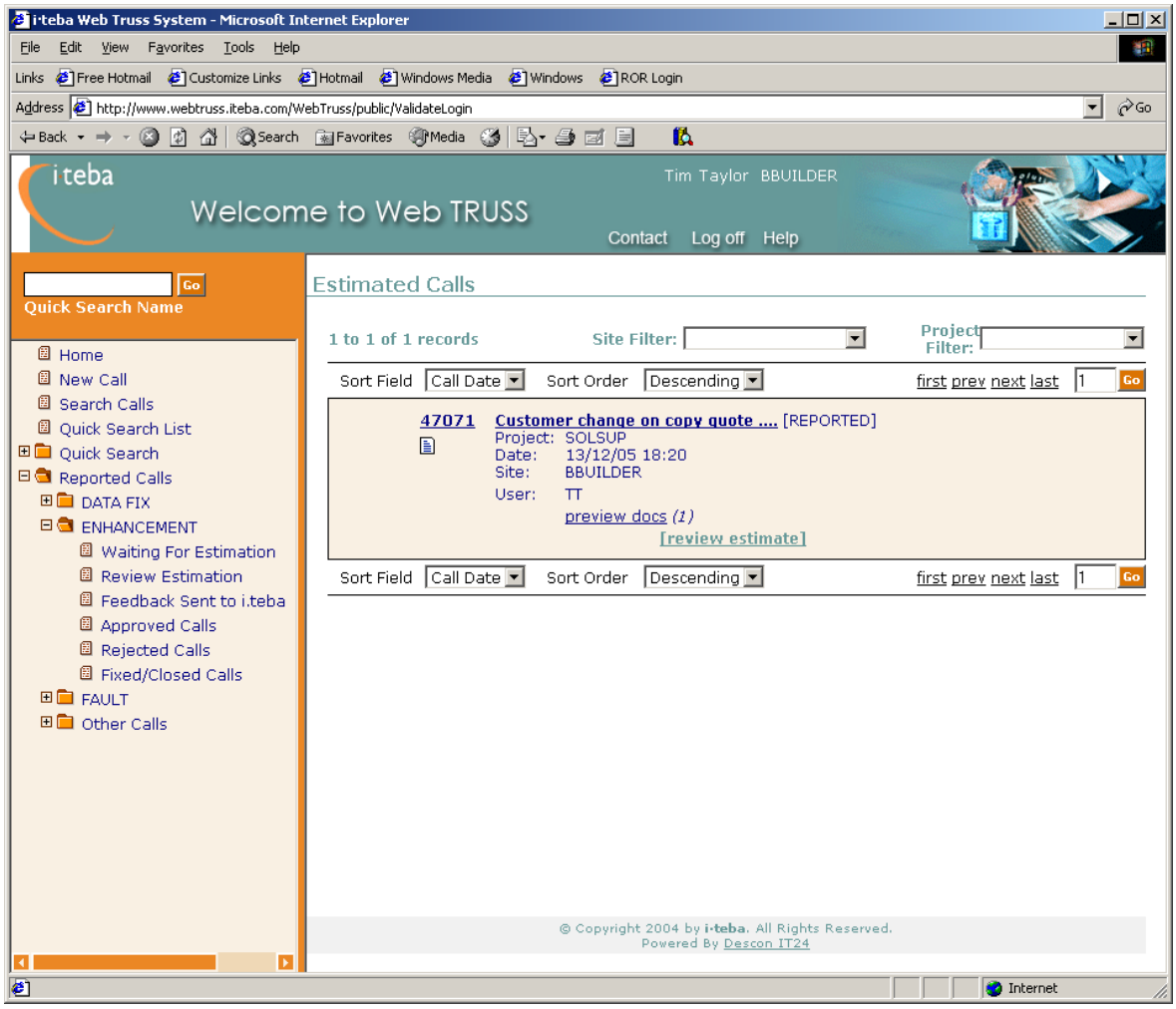
(a) This page displays the details of a particular call.

(b) The Call Subject and Call Details cannot be amended as the fields are non-editable.

(c) Any additional information you might want to add to the call can be entered into the Client Reply field.

(d) *Clicking* the **Preview Attached Documents** link allows you to view any attached documents and also to attach further documents to the call.

2.11 Call Workflow



(a) To view any calls in a particular workflow area, *click* on the **Reported Calls** link in the menu.

(b) This will initially list the different call types for which a specific workflow has been defined (e.g. Data Fix, Fault, Enhancement). Any calls of other call types will be summarized in the Other Calls area.

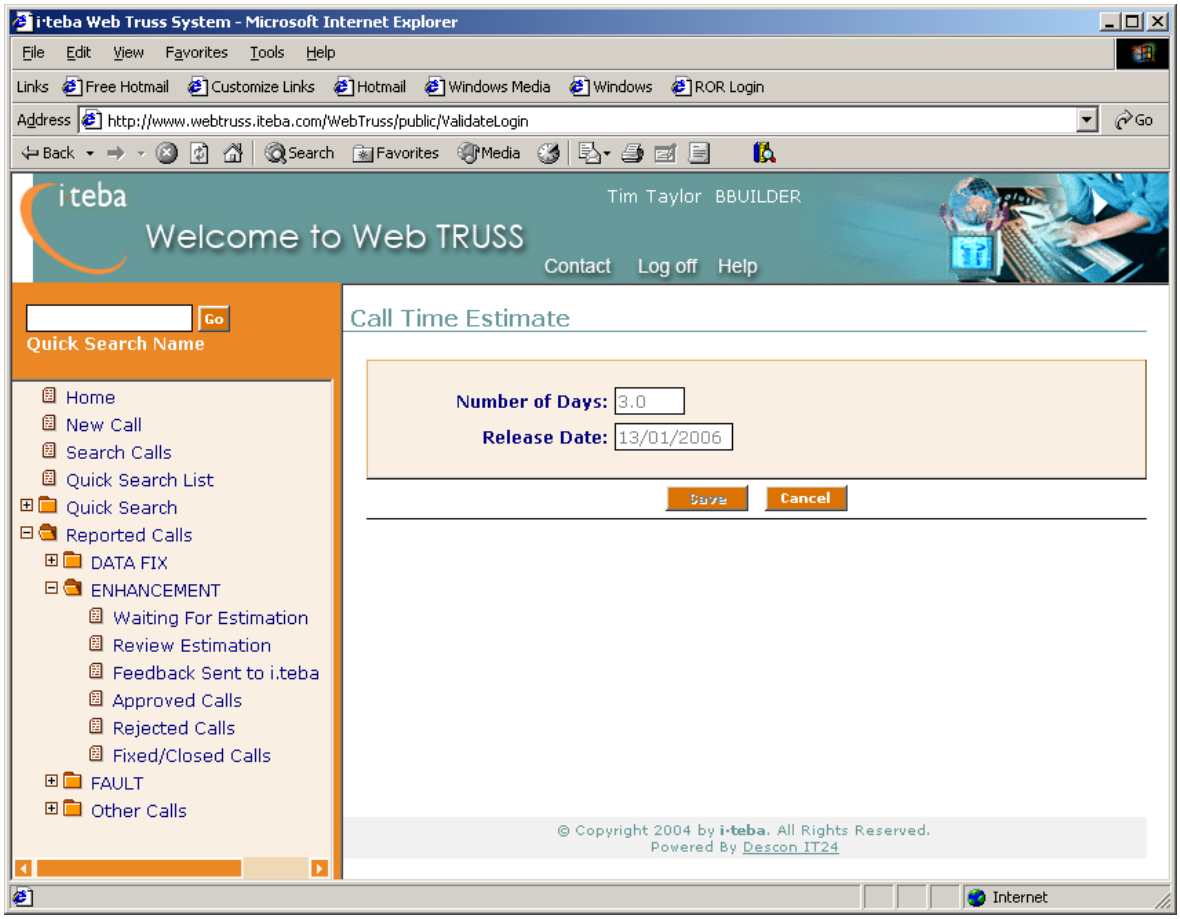
(c) *Click* on any of the workflow areas in the menu to see a list of calls in this area.

(d) Up to 5 calls can be displayed on a page. The First, Prev, Next and End buttons above and beneath the list can be used to see further calls from the list.

(e) The list may be sorted or filtered by selecting sort and filter criteria from dropdowns above and beneath the list.

(f) To view the details of any call *click* on the **Call Ref** or **Subject** link of the call. This will navigate you to the Call Details page as described in section 2.10.

(g) To view the latest estimate for the implementation and delivery of a call, *click* on the **Review Estimate** link below each call (see the screenshot below).



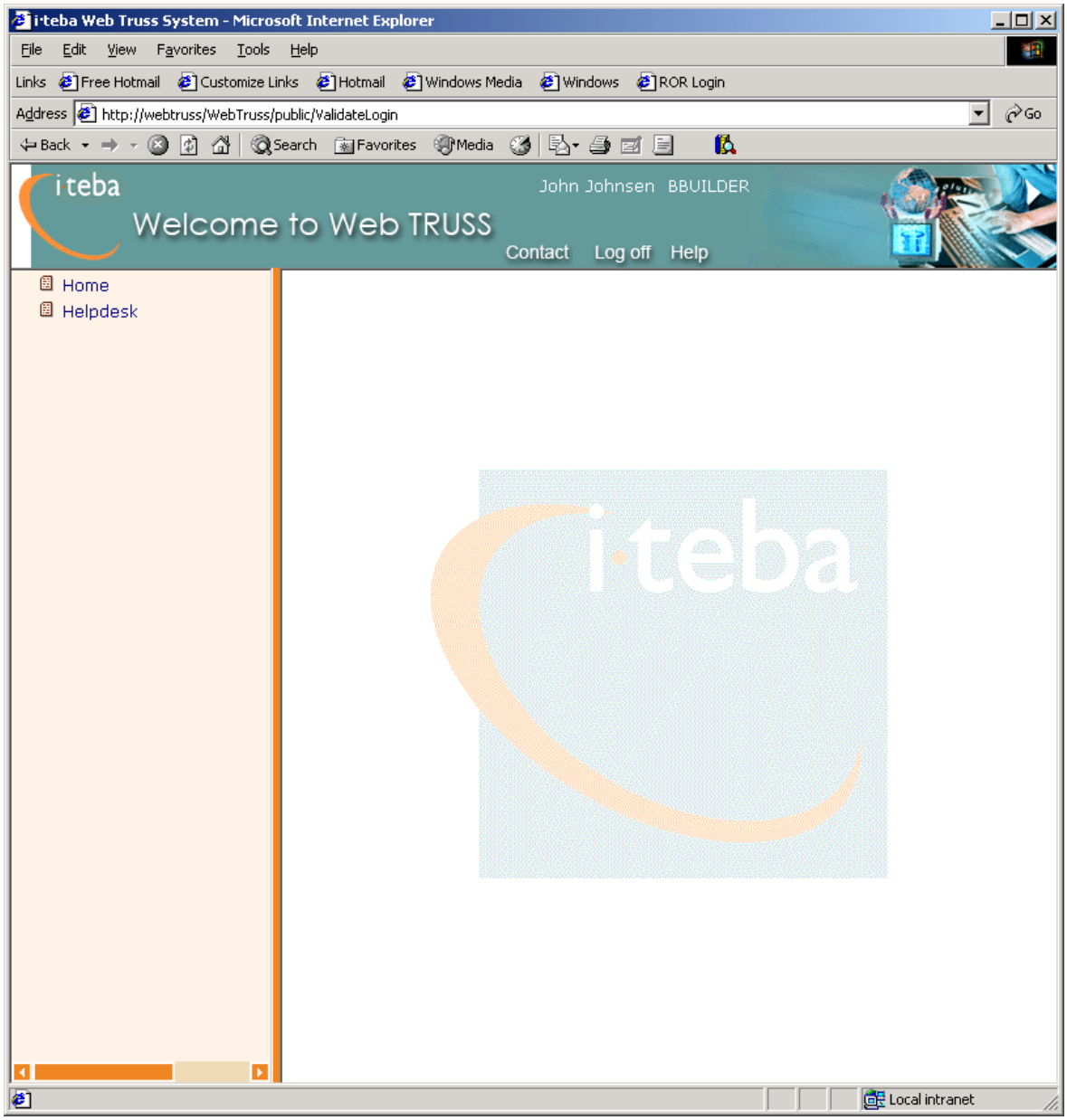
2.12 Client Internal Helpdesk system

(a) Clients can also use the Web TRUSS system as an internal call logging system.

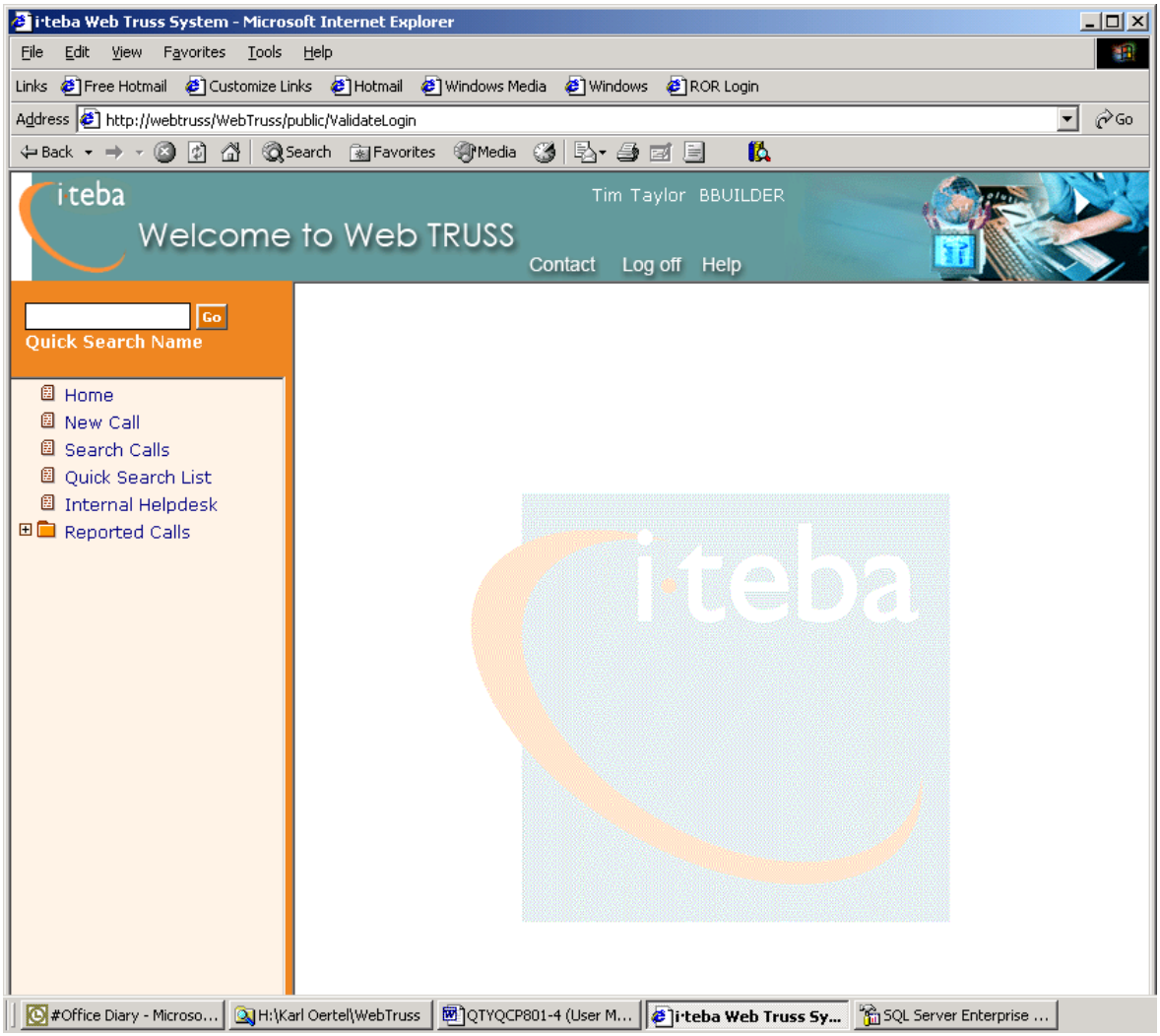
(b) Users will be set up by **i-teba** to be either 'Main' users or 'End' users.

(c) End users can log calls for any enhancement requests, questions, issues and problems. Main users can then collect, assess and prioritise these and if required pass on to the standard **i-teba** helpdesk system for further action.

(d) When an end user logs on to the system, the menu will only contain a single item apart from 'Home', called **Helpdesk**.



(e) Main users will see all the standard menu items (as described in other sections of this document) and an additional menu item called **Internal Helpdesk**.

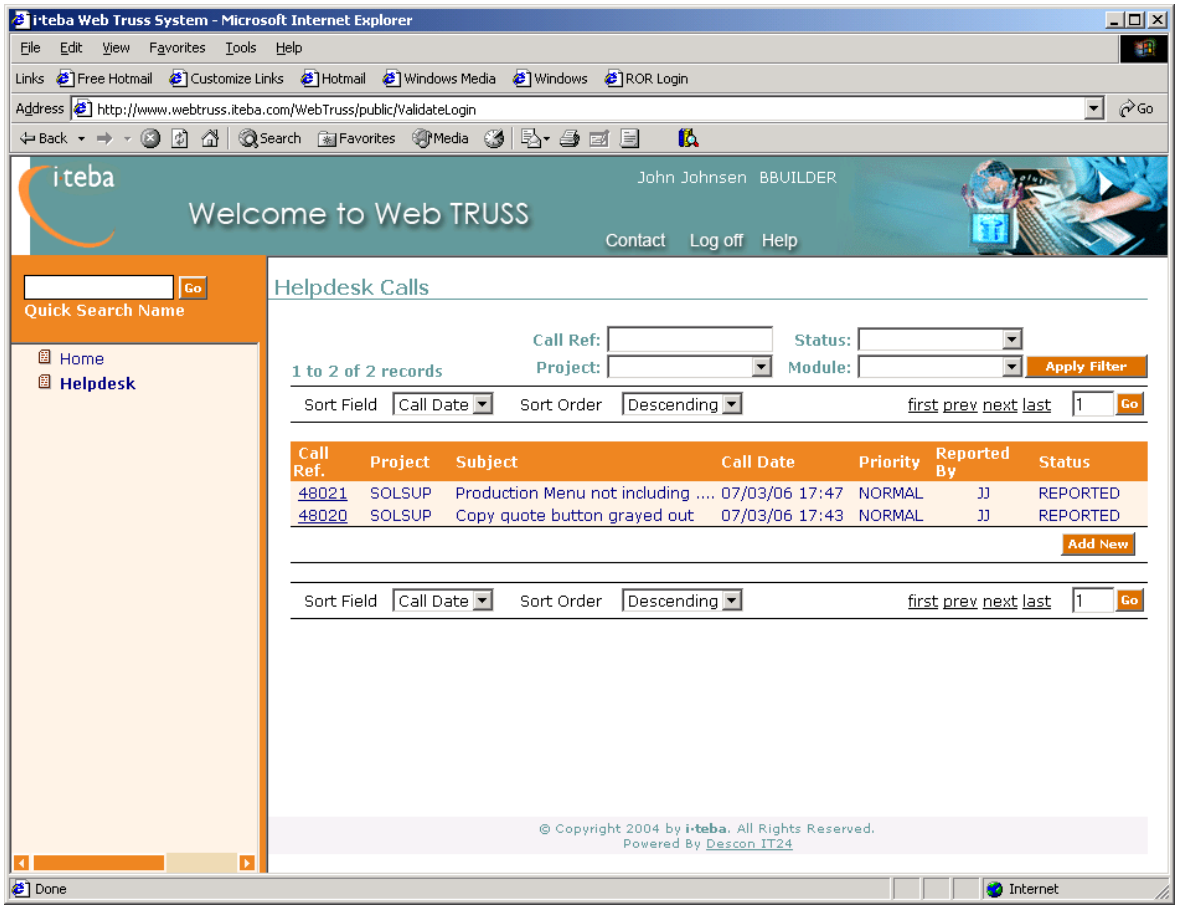


(f) *Clicking* on the **Helpdesk** (end users)/**Internal Helpdesk** (main users) **link**, the user will see a list of all open calls currently logged on their internal helpdesk.

(g) Filter functionality is provided at the top of the screen to filter by the following criteria:

- Call reference
- Status
- Project
- Module.

(h) The table can be sorted by various criteria in either descending or ascending order by using the two drop-down menus above the table.



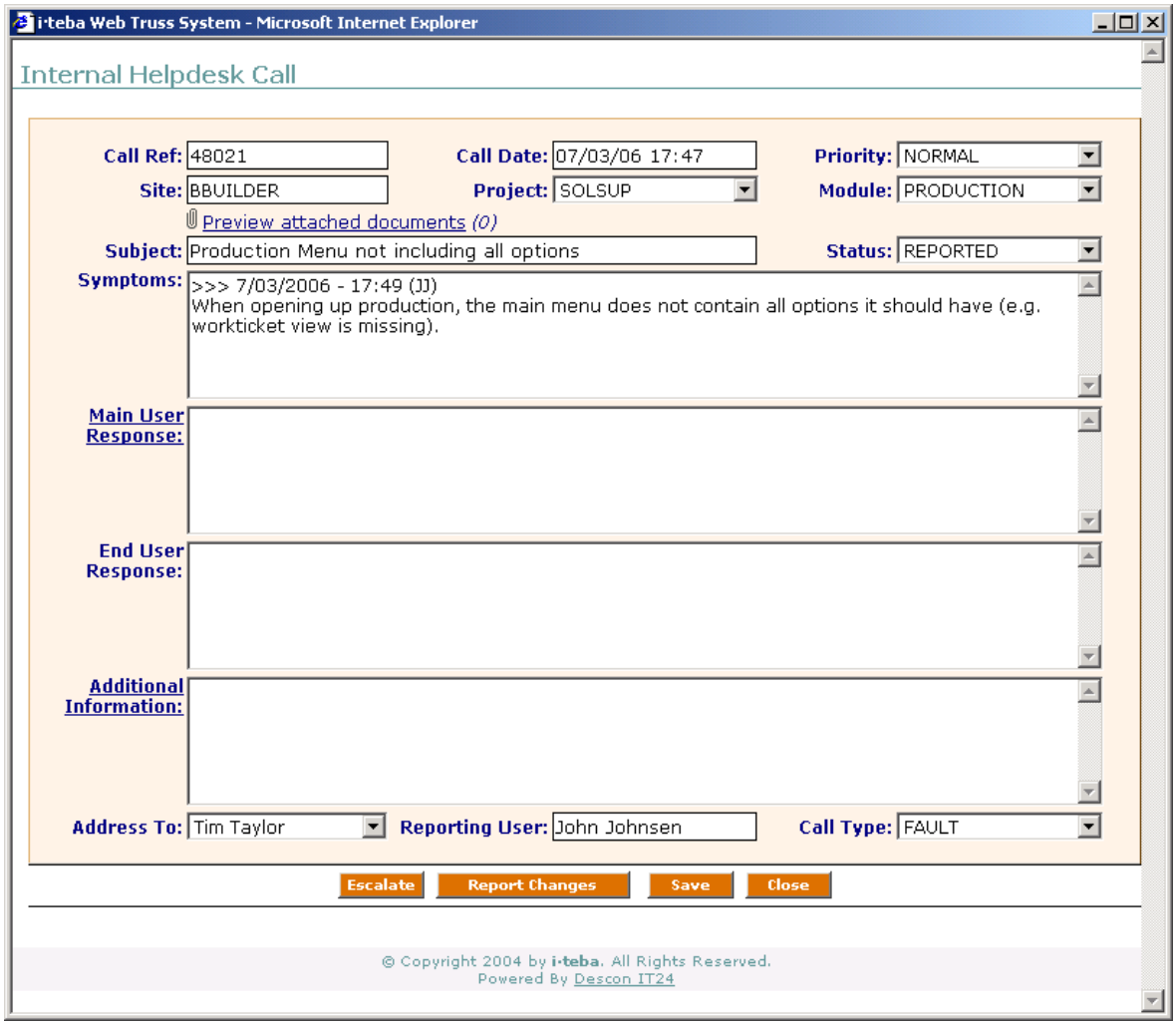
(i) *Clicking* on the call reference of one of the calls in the table will open up the Call Details screen in Edit mode, displaying all information for this call.

(j) *Clicking* on the **Add New** button below the table will open up the Call Details screen in the New mode, ready for entry of a new call.

(k) For communication on calls between the main user and the end user, the **Main User Response** and **End User Response** fields can be used. *Clicking* on the corresponding label will insert a timestamp with the initials of the logged-on user into the corresponding fields.

(l) For main users, a further text field to store any additional information about the call will be available on the screen.

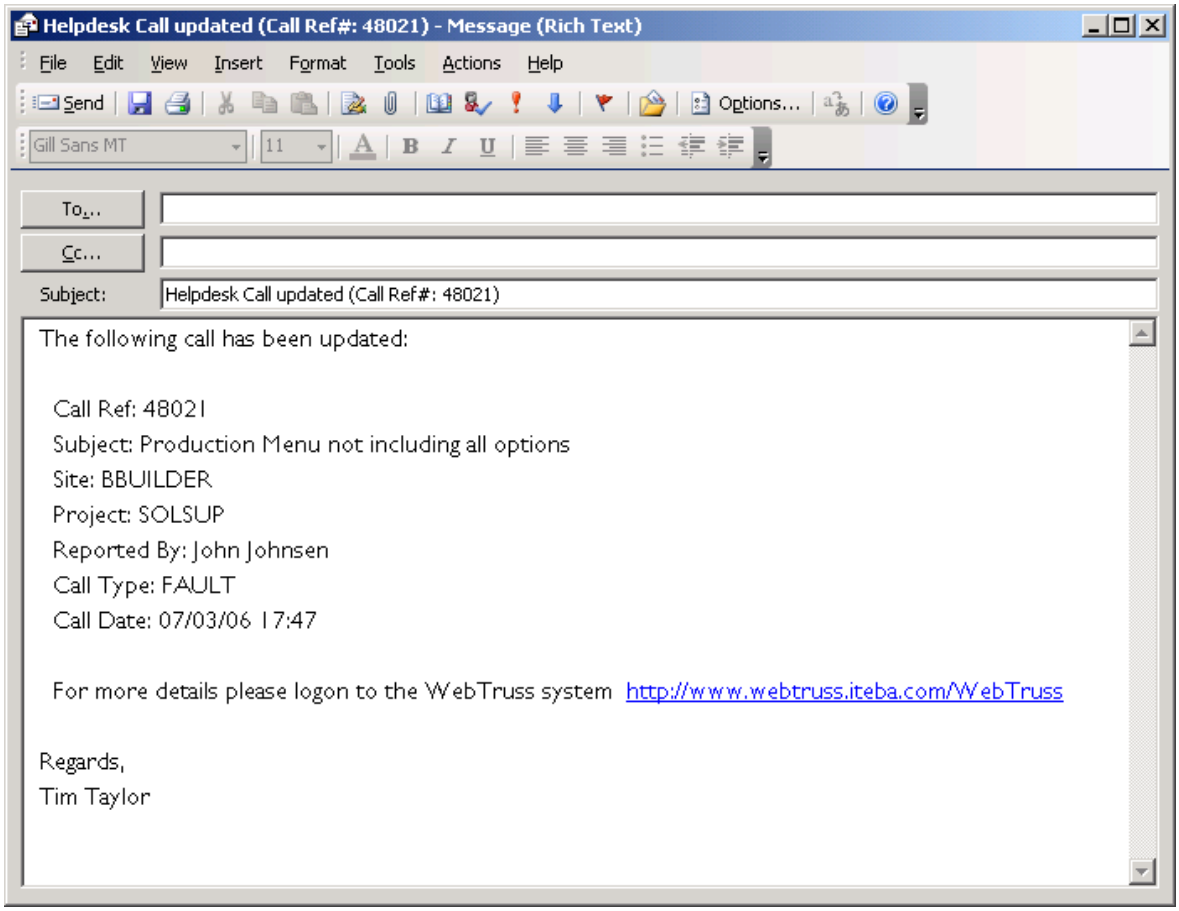
(m) Functionality to add and view attachments linked to a call is provided by a corresponding link above the subject field.


i-teba Web Truss System - Microsoft Internet Explorer
Internal Helpdesk Call
Call Ref: 48021
Call Date: 07/03/06 17:47
Priority: NORMAL
Site: BBUILDER
Project: SOLSUP
Module: PRODUCTION
Preview attached documents (0)
Subject: Production Menu not including all options
Status: REPORTED
Symptoms: >>> 7/03/2006 - 17:49 (JJ)
When opening up production, the main menu does not contain all options it should have (e.g. workticket view is missing).
Main User Response:
End User Response:
Additional Information:
Address To: Tim Taylor
Reporting User: John Johnsen
Call Type: FAULT
Escalate
Report Changes
Save
Close
© Copyright 2004 by i-teba. All Rights Reserved.
Powered By Descon IT24

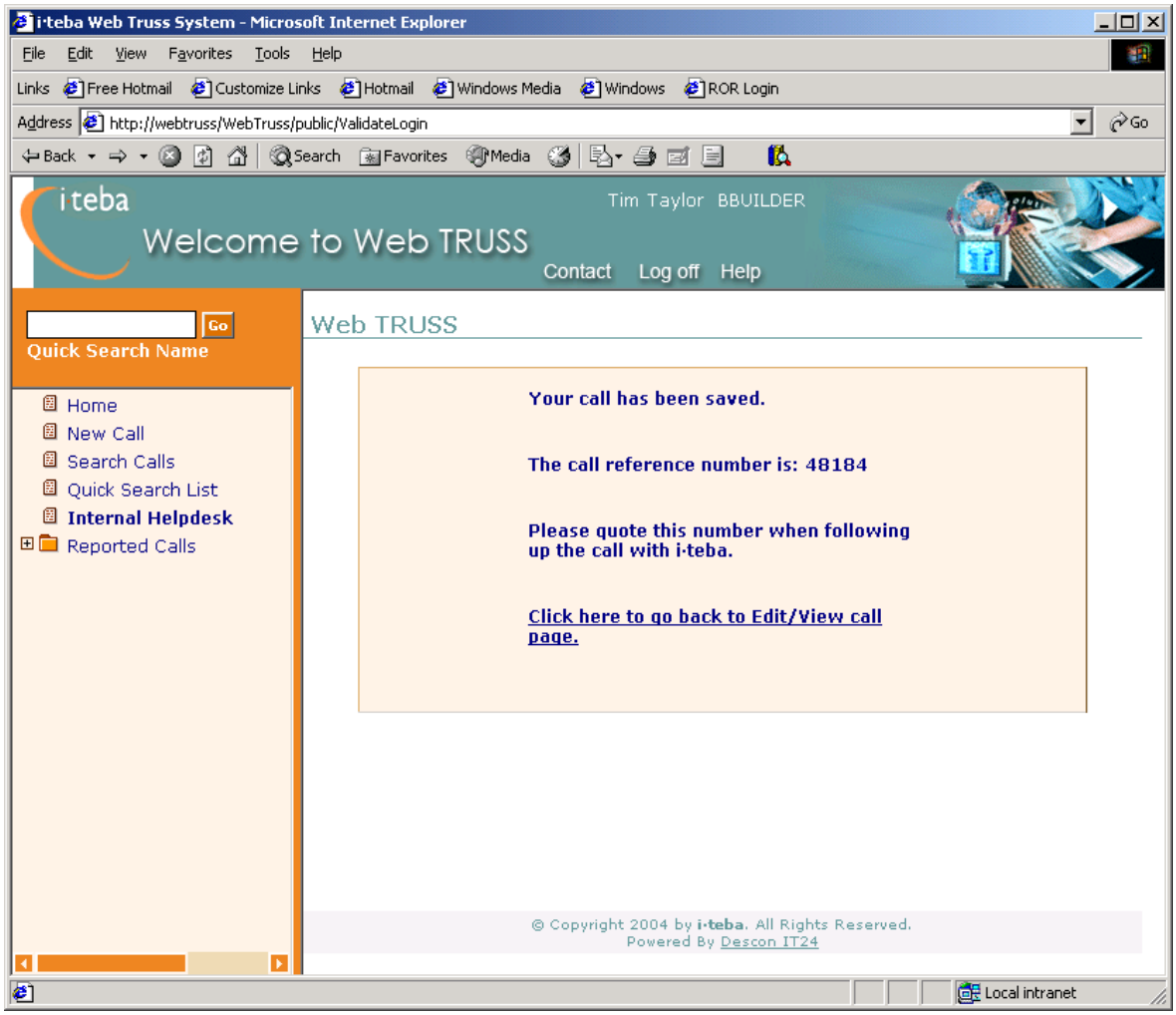
(n) At the bottom of the screen, the following buttons are provided:

- Save
- Close
- Report Changes.

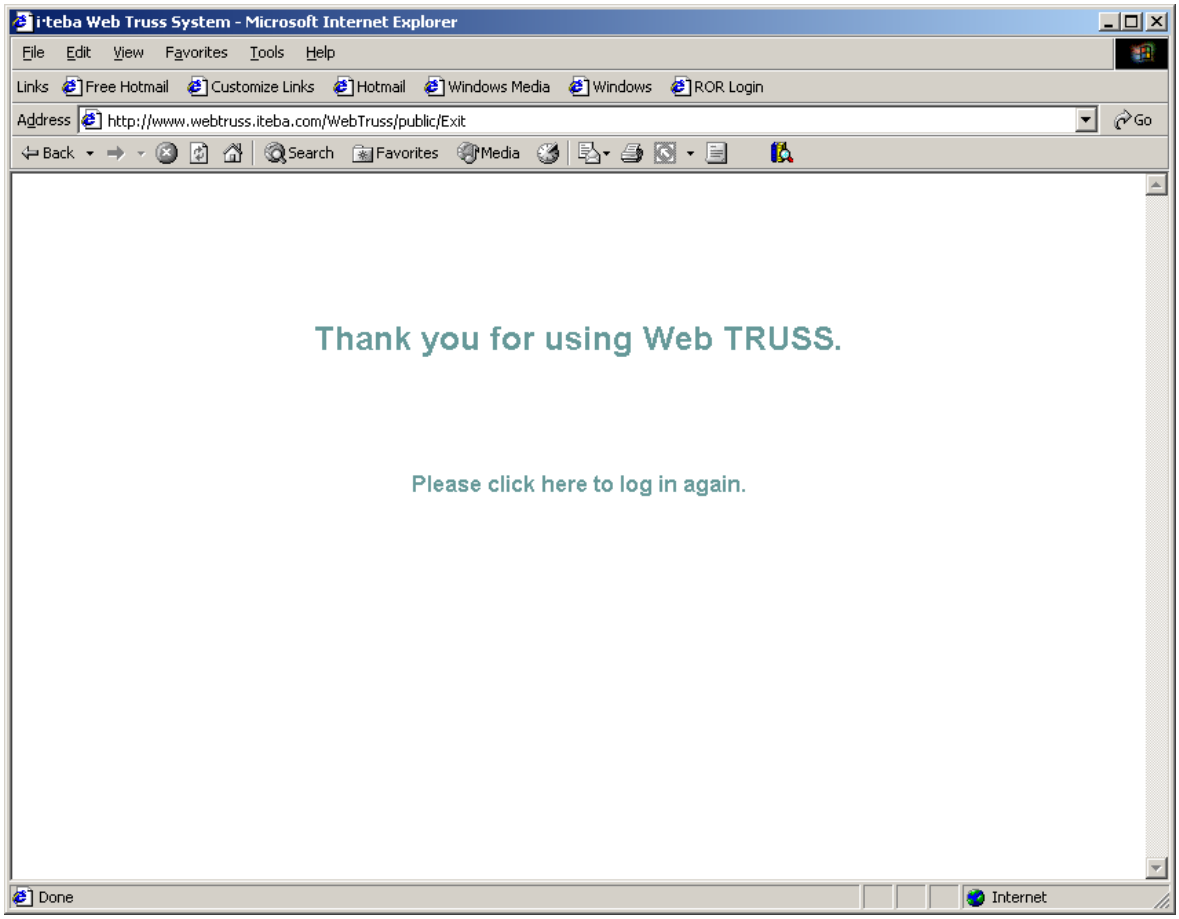
(o) *Clicking* on the **Report Changes** button will launch an email template as shown in the screenshot below that can be used to inform any user about changes made to the call.



(p) For main users only, a further button called **Escalate** will be provided. When *clicked*, the Internal Helpdesk call will be copied ('escalated') to a new call with **i-teba** and attachments can also be added to this new call. Once saved, the call reference for this new external call will be shown.


i-teba Web Truss System - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Links Free Hotmail Customize Links Hotmail Windows Media Windows ROR Login
Address http://webtruss/WebTruss/public/ValidateLogin
Back Search Favorites Media
i teba
Tim Taylor BBUILDER
Welcome to Web TRUSS
Contact Log off Help
Go
Quick Search Name
Home
New Call
Search Calls
Quick Search List
Internal Helpdesk
Reported Calls
Web TRUSS
Your call has been saved.
The call reference number is: 48184
Please quote this number when following up the call with i-teba.
Click here to go back to Edit/View call page.
© Copyright 2004 by i-teba. All Rights Reserved.
Powered By Descon IT24
Local intranet

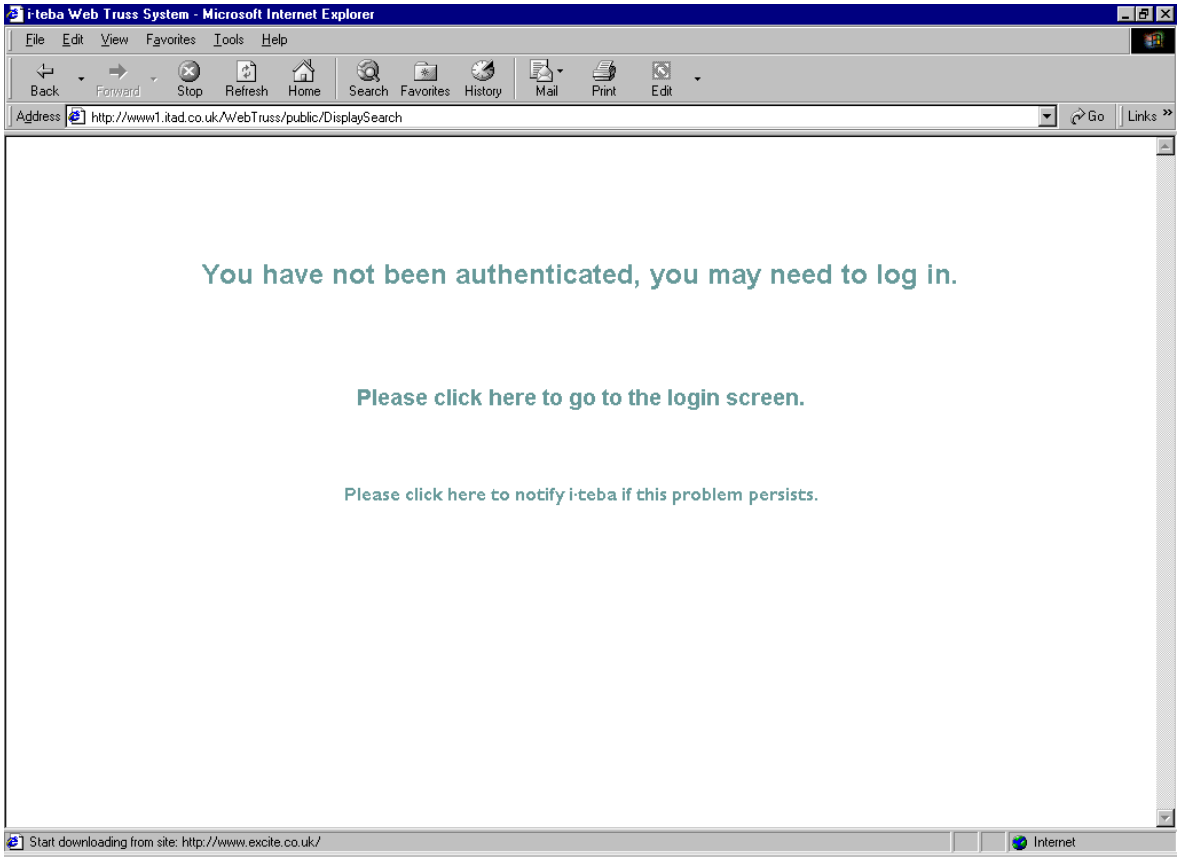
2.13 Log Off


i-teba Web Truss System - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Links Free Hotmail Customize Links Hotmail Windows Media Windows ROR Login
Address http://www.webtruss.iteba.com/WebTruss/public/Exit
Go
Back Search Favorites Media
Thank you for using Web TRUSS.
Please click here to log in again.
Done
Internet

(a) You can *click* on the **Log Off** button in the toolbar at any time to log out of Web TRUSS.

(b) If you are logged off successfully then you should see the above page.

(c) If you have Web TRUSS running in your browser for a long time without using it you will be automatically logged off. In this case you will see the following screen when you attempt to move to a new page within Web TRUSS.


i-teba Web Truss System - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit
Address http://www1.itad.co.uk/WebTruss/public/DisplaySearch
Go Links
You have not been authenticated, you may need to log in.
Please click here to go to the login screen.
Please click here to notify i-teba if this problem persists.
Start downloading from site: http://www.excite.co.uk/
Internet

(d) You should *click* the "**Please Click Here To Go To The Login Screen"** to redisplay the Login page.

2.14 Current Modules

(a) The following table lists the module names that can currently be selected when entering a new call.

Module Name	**Module Description**
ADMINISTRATOR	Administration Functions
BROKING	Broking Estimating
CONTINUOUS	Continuous Estimating
DESPATCH	Despatch
FASTRACK	Fasttrack Estimating
FINISHEDSTOCK	Finished Good Stock
GENERAL	General Problems
INVOICING	Invoicing
JOBCOST	Job Costing
LABEL	Label Estimating
NOMINAL	Nominal Ledger
PAPERSTOCK	Paper & Raw Material Stock

Module Name	Module Description
PRODUCTION	Production
PROSPECT	Prospect Contact Management
PURCHASES	Purchase Ledger
PURCHASING	Purchasing
SALES	Sales Ledger
SCHEDULING	Scheduling
SHEETWEB	Sheet/Web Estimating
SHOPFLOOR	Shop Floor Data Collection
TIMEATTEND	Time & Attendance
UTILITIES	Utilities
XN Customer	Customer Web Module
XN Production	Production Web Module
XN Prospecting	Prospecting Web Module
XN Staff	Staff Web Module
XN Supplier	Supplier Web Module

(b) These names correspond to the menu choices on the Main Menu screen of the SolPrint system and the modules of the Start page of the SolPrint XN web site.